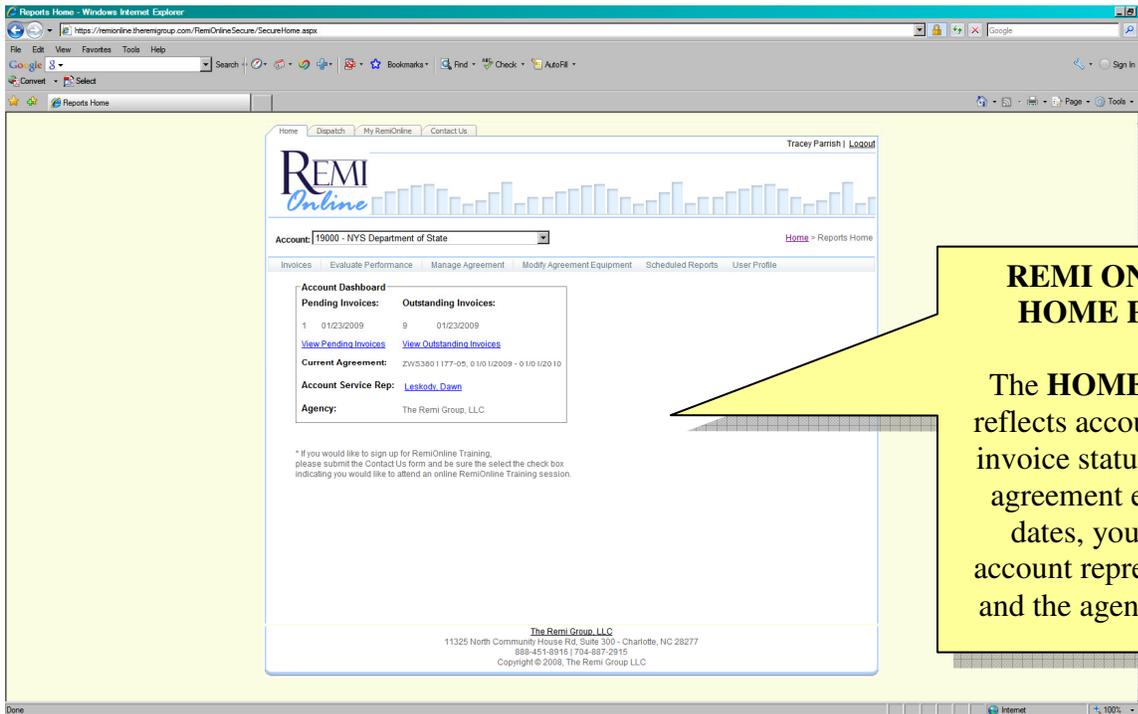


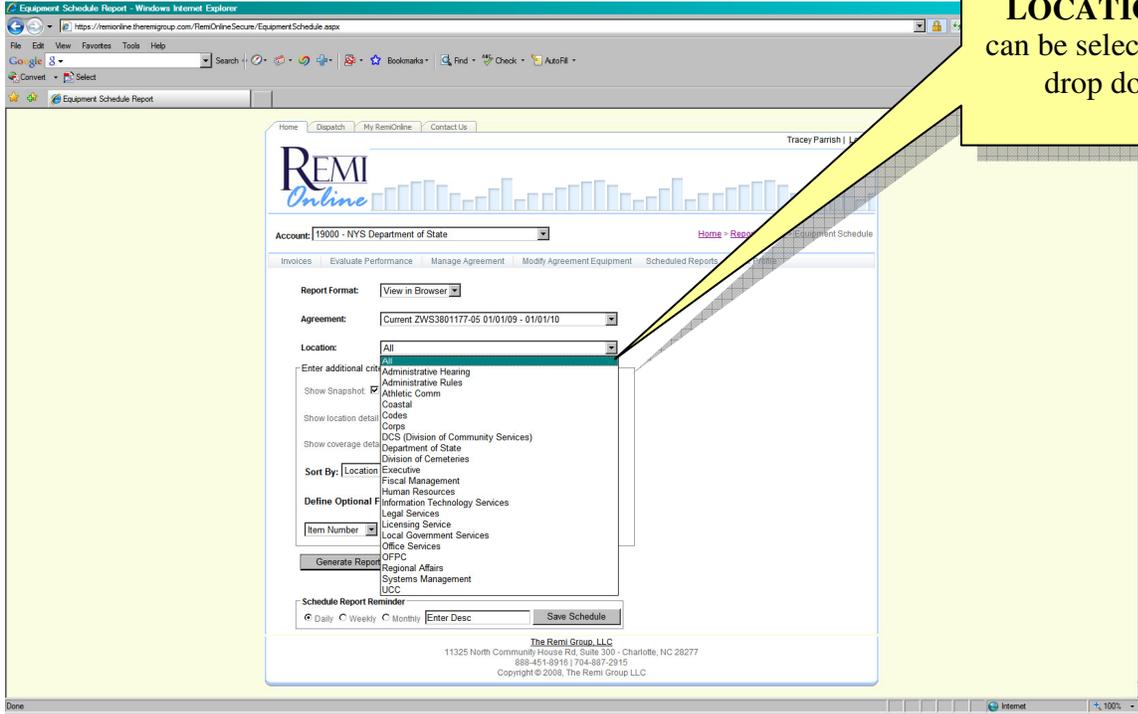
**REMI ONLINE  
LOG IN PAGE**

The **LOGIN PAGE** requires a username and password utilizing secure website technology.

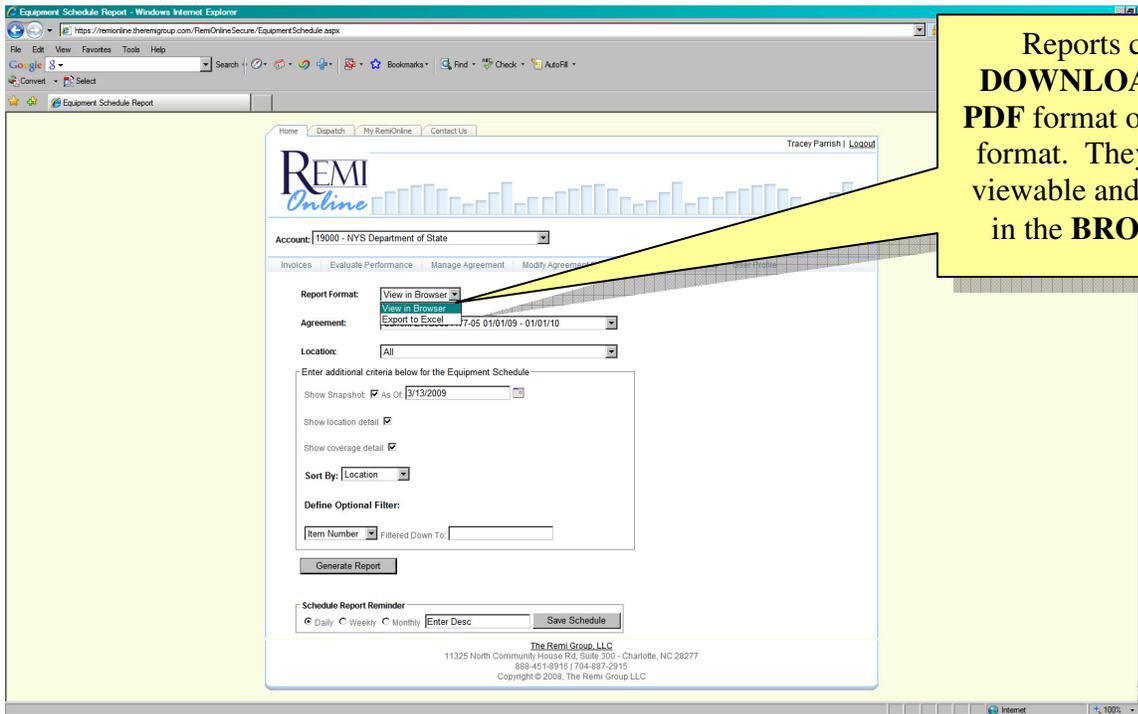


**REMI ONLINE  
HOME PAGE**

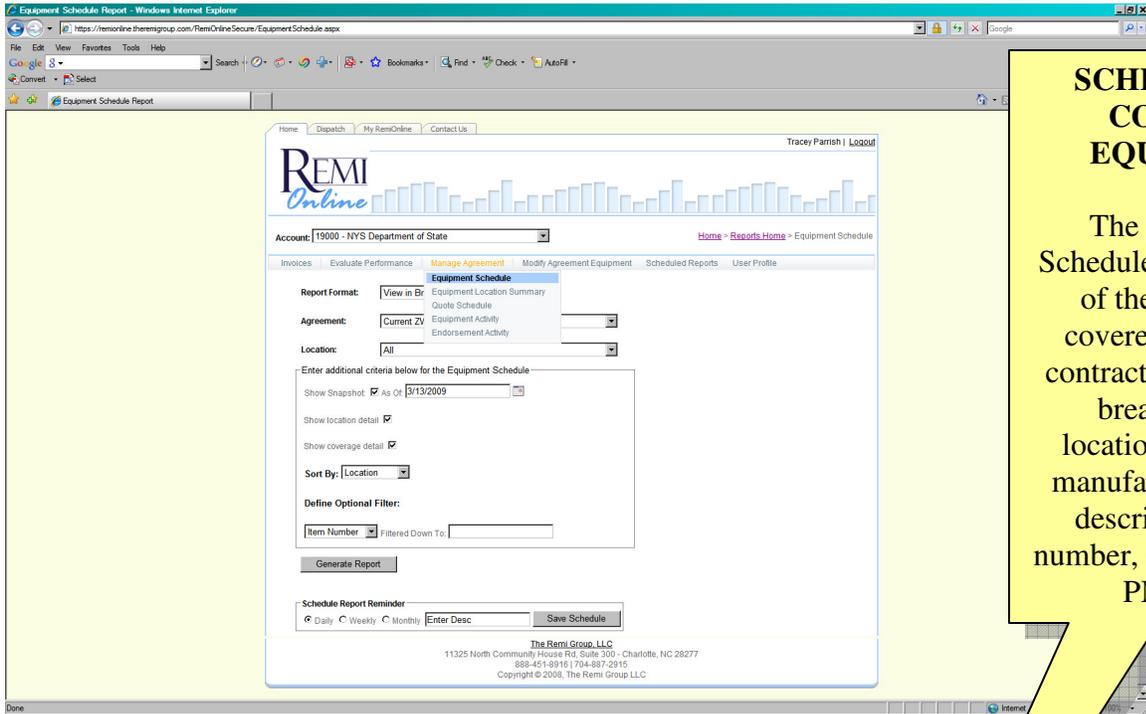
The **HOME PAGE** reflects account name, invoice status, current agreement effective dates, your TRG account representative and the agency name.



All reports have the capability to **SORT BY LOCATION(S)** that can be selected from the drop down list.

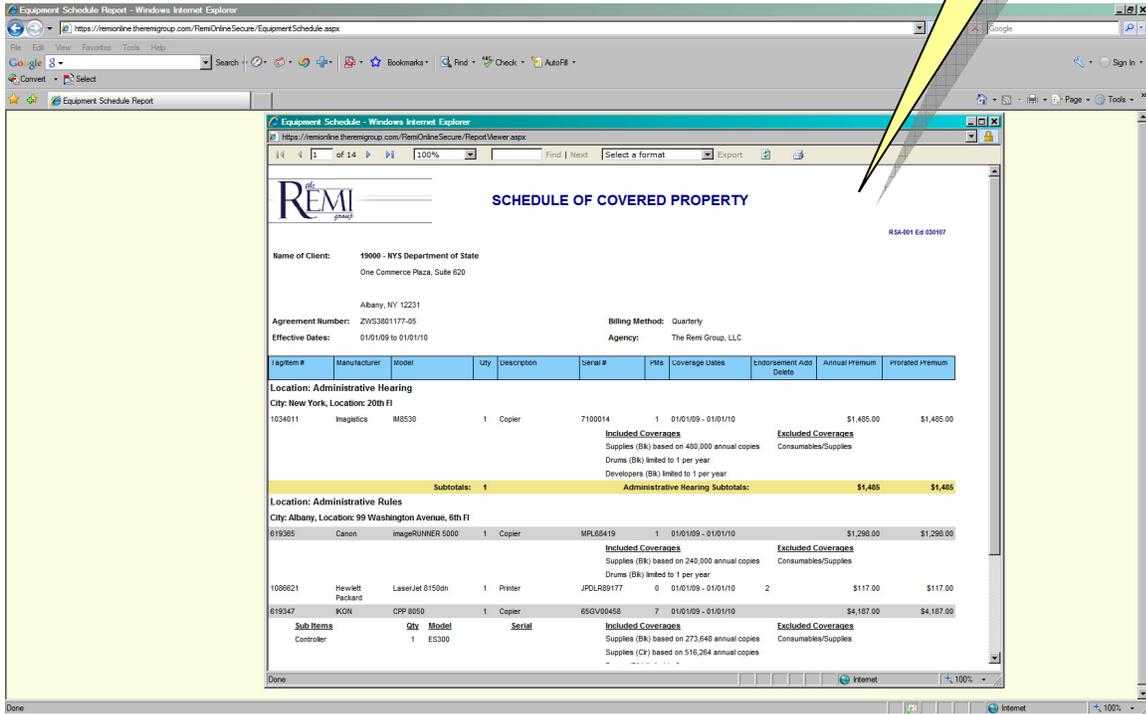


Reports can be **DOWNLOADED** in **PDF** format or **EXCEL** format. They are also viewable and printable in the **BROWSER**.



**SCHEDULE OF COVERED EQUIPMENT**

The Equipment Schedule shows you all of the equipment covered under your contract. It provides a breakdown by location/branch, the manufacturer, model, description, serial number, coverage dates, PM's, etc.



## REPAIR HISTORY

You define the criteria in this report. Search all or individual locations, sort by equipment item number, vendor or location. Select a date range, All, Received Date, or Repair Date.

Account: 19000 - NYS Department of State

Report: Vendor Usage, Modality Performance, Equipment Reimbursement Summary, Preventive Maintenance Summary

Agree: 1/01/09 - 01/01/10

Location: All

Define Optional Filter:

Item Number: Filtered Down To: [ ]

Group By: Location

Date Range: All

From: [ ] To: [ ]

Generate Report

Schedule Report Reminder:  Daily  Weekly  Monthly Enter Desc Save Schedule

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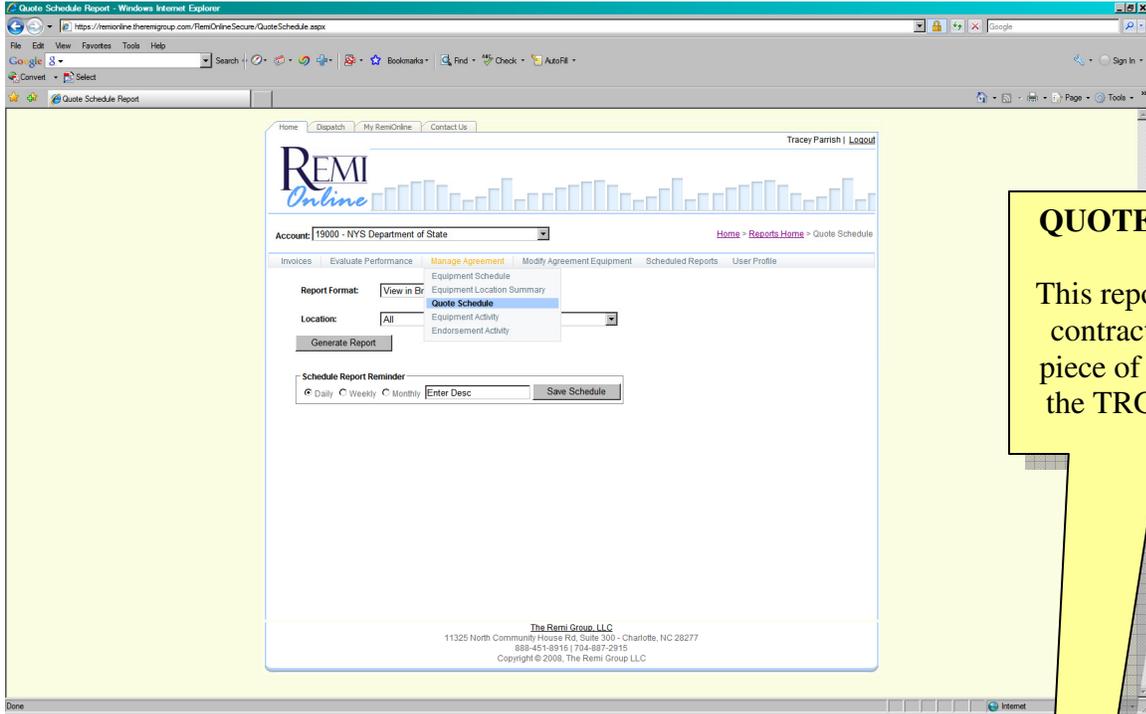
This report provides you with the date of repair, the date TRG received the invoice, service call reason, the check number and date, etc.

Repair History

Name Of Client: 19000 - NYS Department of State  
One Commerce Plaza, Suite 620  
Albany, NY 12231

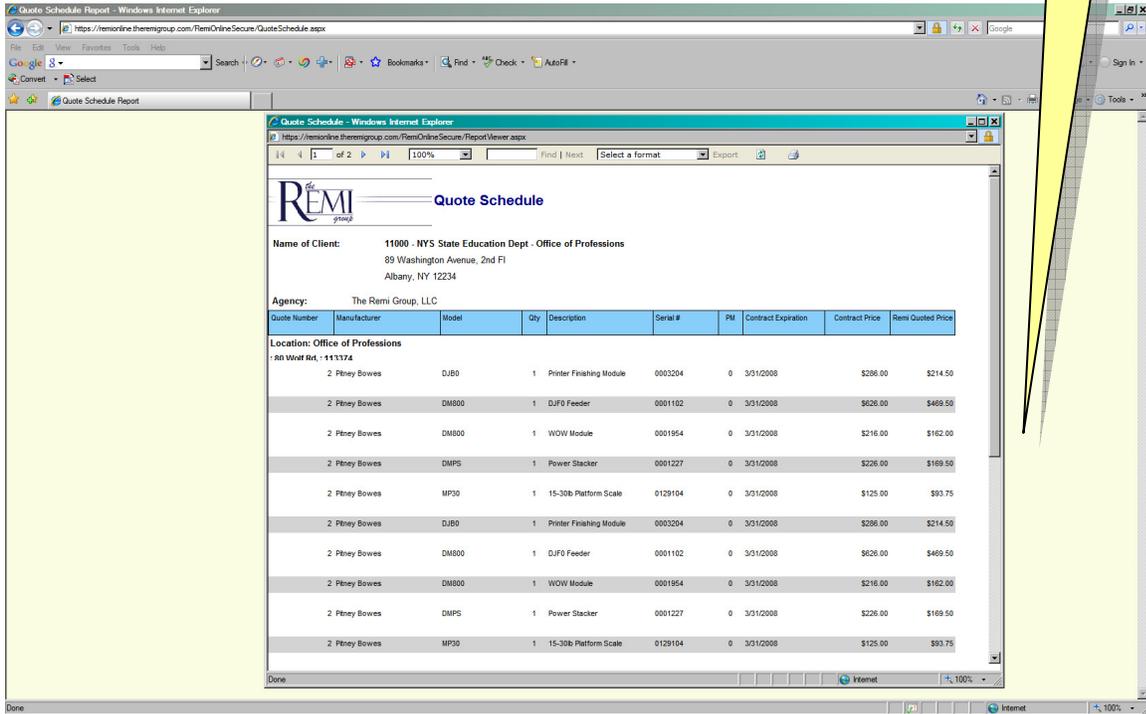
Agreement Number: ZWS3801177-05 Effective Dates: 1/1/2009 to 1/1/2010

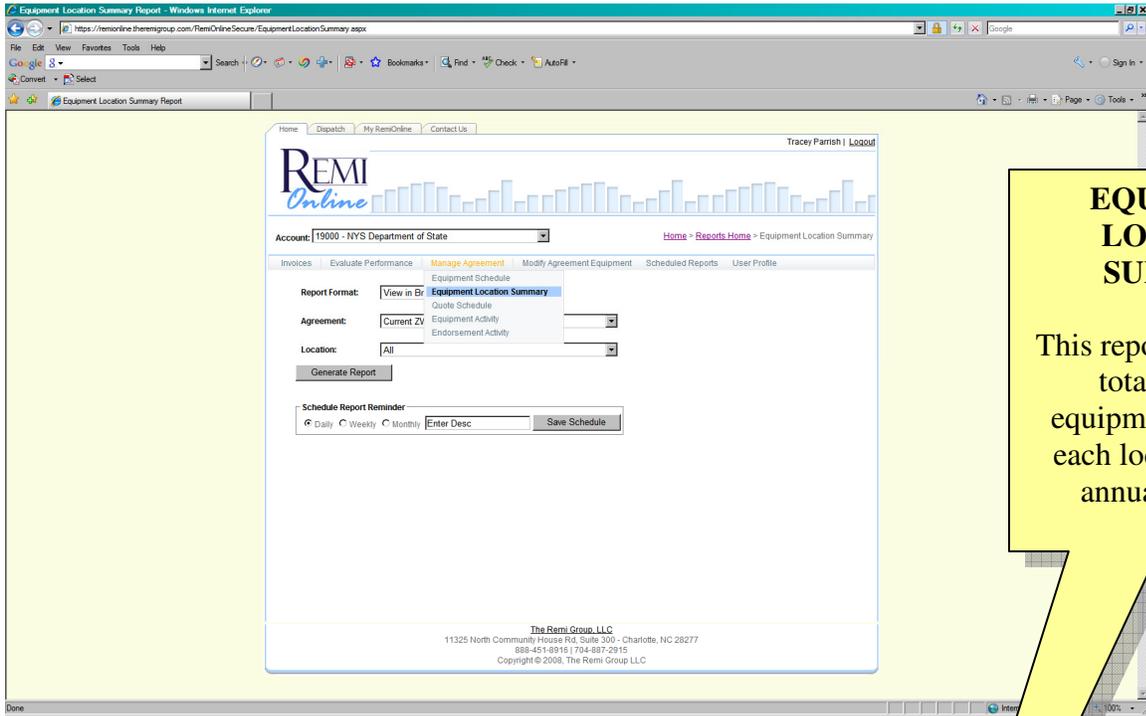
Item #	Repair Dt	Received Dt	Vendor	Invoice Num	Invoice Status	Repair Description	Check # / Paid Dt	Invoice Amt	Paid By Rem
<b>Location: Corps</b>									
<b>Item Num: 1948147 Item Desc: Fax Machine Serial#: D7J426702 Tag#: Manufacturer: Brother Model: MFC-8460N</b>									
23/2/09	3/4/2009		Centurion Business Machines, Inc.	209-1016	In Process	Crinkling paper.		\$403.96	\$0.00
<b>Item Num: 590632 Item Desc: Scanner Serial#: 33807861 Tag#: Manufacturer: Minolta Model: M56000</b>									
2/9/2009	2/13/2009		Image Integrator	17958	Paid in Full	Broken take-up reel. Replaced broken take-up reel. Cleaned potentiometer.	112230 03-12-2009	\$328.00	\$328.00
<b>Item Num: 637840 Item Desc: Reader/Printer Scanner Serial#: 33011380 Tag#: Manufacturer: Minolta Model: M56000</b>									
2/24/2009	3/4/2009		Image Integrator	18013	In Process	C1 code Checked scan mirror and rack gear. Unit needs rack gear.		\$300.00	\$0.00
2/25/2009	3/4/2009		Image Integrator	18014	In Process	C1 code - return with parts Replaced rack gear.		\$334.76	\$0.00
<b>Item Num: 637842 Item Desc: Reader/Printer Scanner Serial#: 33011435 Tag#: Manufacturer: Minolta Model: M56000</b>									
2/10/2009	2/20/2009		Image Integrator	17968	In Process	Forward/reverse. Replaced supply side motor.		\$713.31	\$0.00



**QUOTE SCHEDULE**

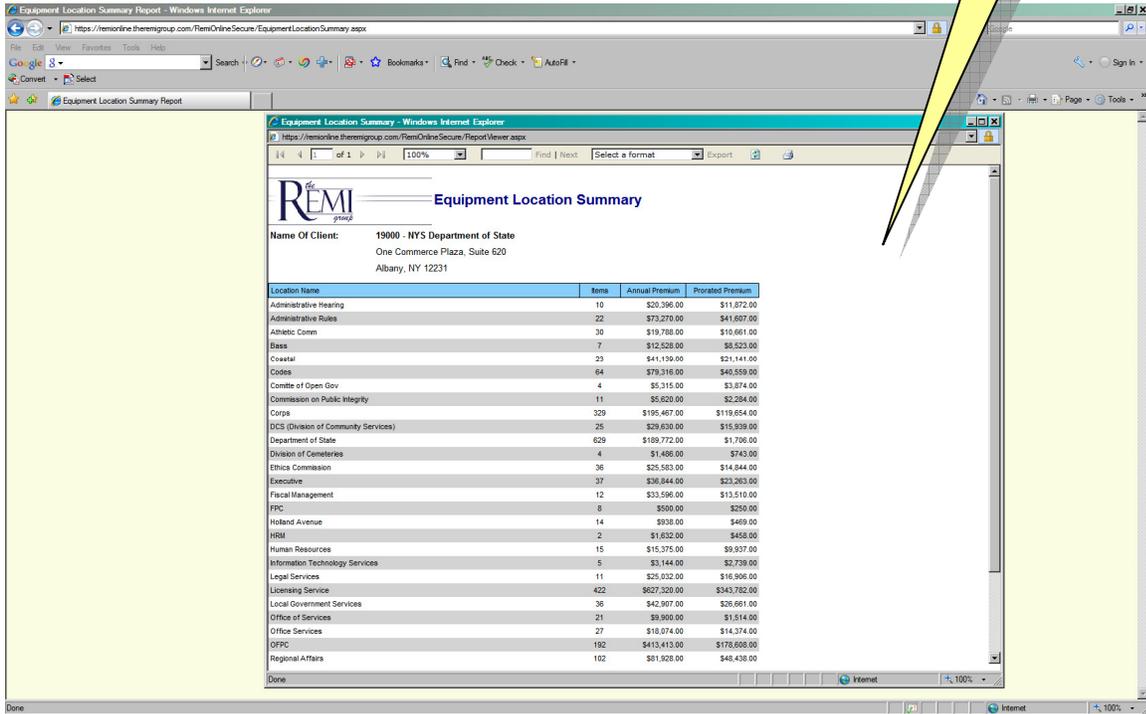
This report provides the contract price of each piece of equipment and the TRG quoted price.

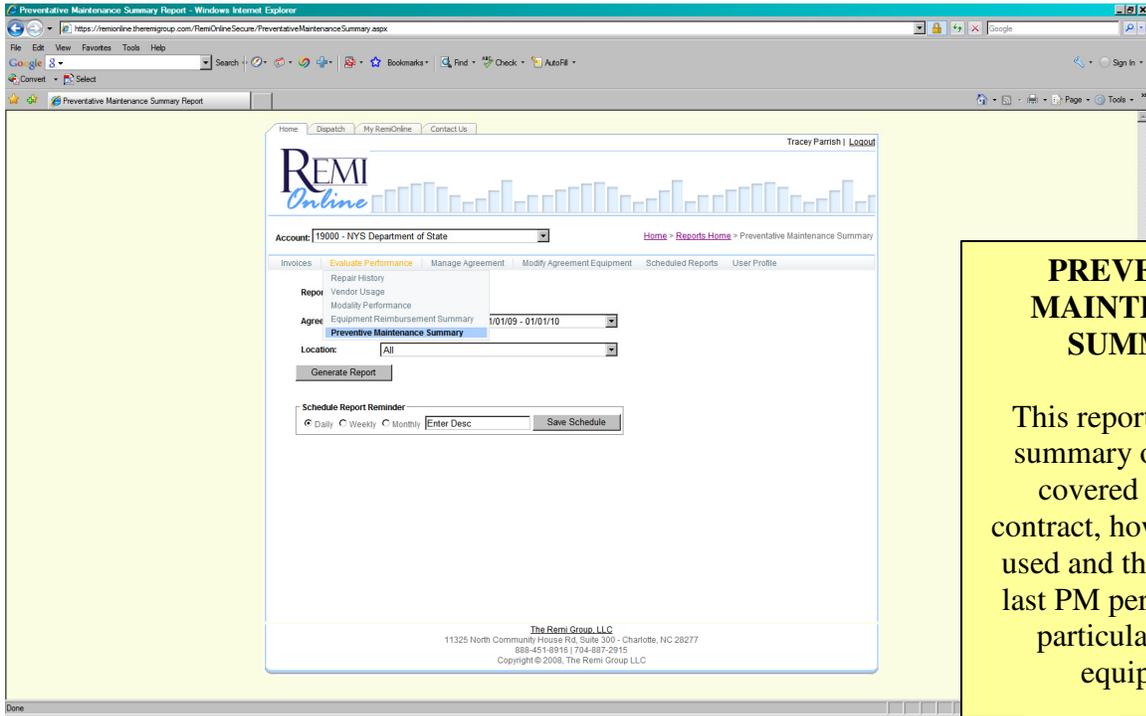




**EQUIPMENT LOCATION SUMMARY**

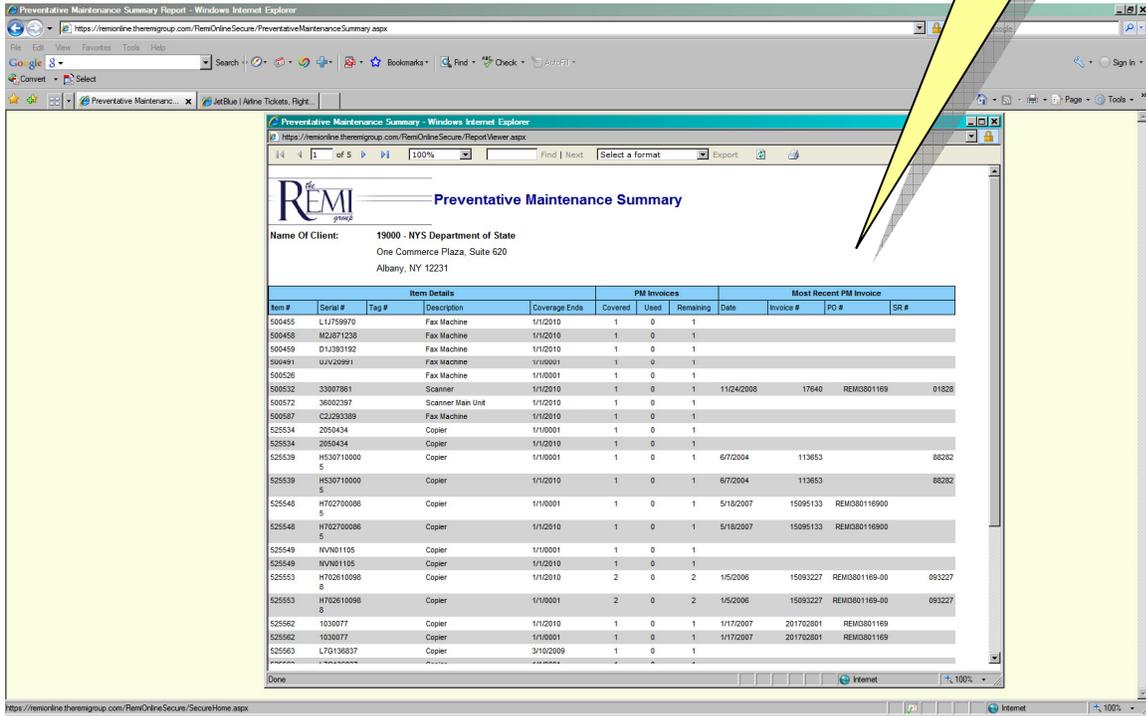
This report provides the total pieces of equipment covered at each location and the annual premium.

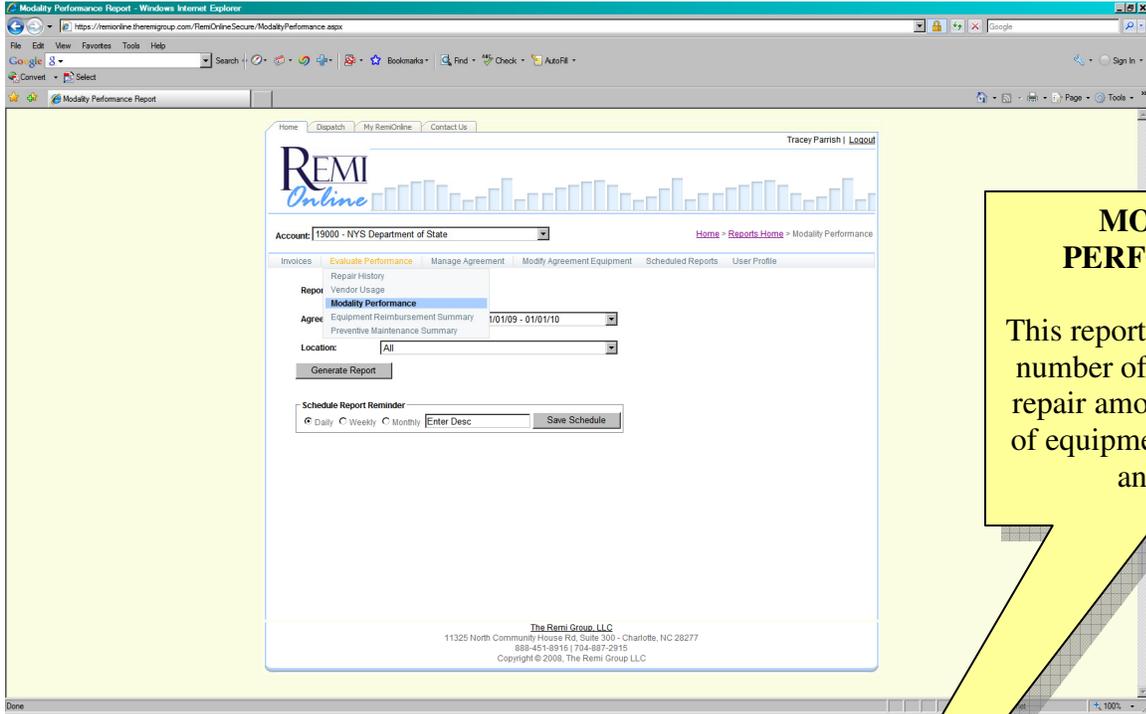




**PREVENTIVE MAINTENANCE SUMMARY**

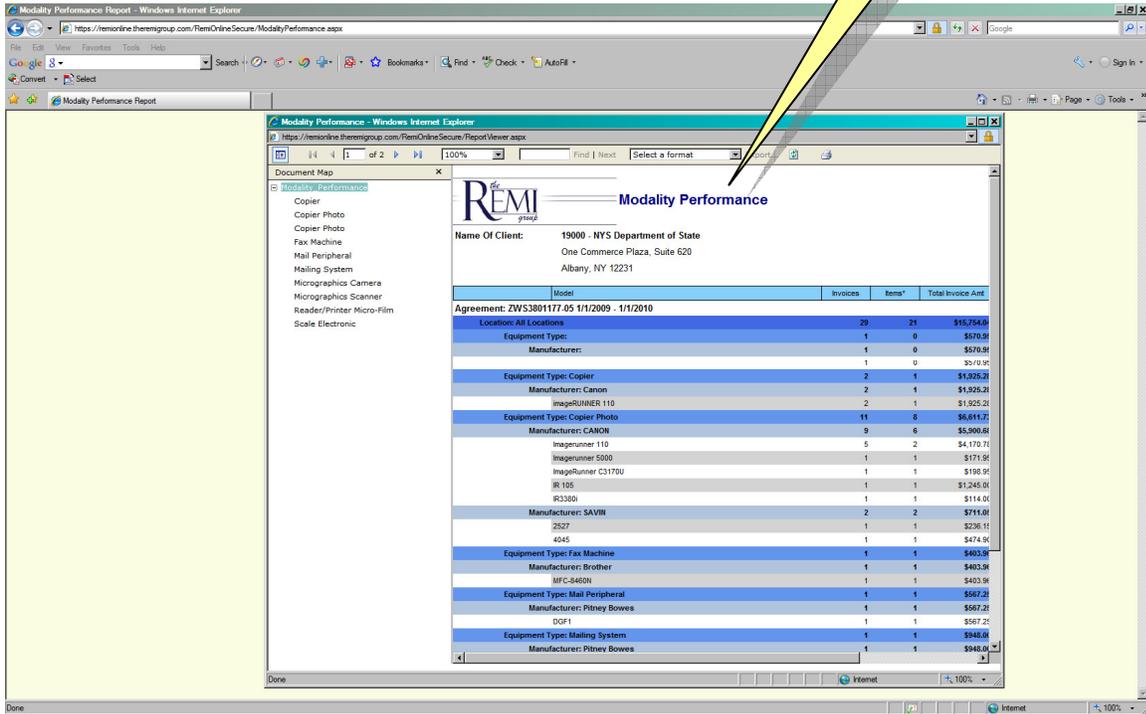
This report provides a summary of the PM's covered under the contract, how many were used and the date of the last PM performed on a particular piece of equipment.





**MODALITY PERFORMANCE**

This report displays the total number of repairs and total repair amount for each type of equipment, manufacturer and model.



**EQUIPMENT REIMBURSEMENT SUMMARY**

This report shows the total PM's and corrective maintenance performed for specific pieces of equipment. It also shows the total invoices, total invoice amount and the amount paid out by TRG.

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**Equipment Reimbursement Summary**

Name Of Client: 19000 - NYS Department of State  
 One Commerce Plaza, Suite 620  
 Albany, NY 12231

Agreement Number: ZWS3801177-05 Effective Dates: 1/1/2009 to 1/1/2010

Item #	Description	Serial #	Pkts	Corrective Maintenance	Total Invoices	Total Invoice Amount	Total Invoice Paid Amount	
<b>Location: Corps</b>								
500532	Scanner	33007861	0	1	1	\$328.00	\$328.00	
637849	Reader/Printer Scanner	33011380	0	2	2	\$634.76	\$0.00	
637842	Reader/Printer Scanner	33011435	0	1	1	\$713.31	\$0.00	
637843	Reader/Printer Scanner	33011502	0	2	2	\$953.96	\$953.96	
637844	Reader/Printer Scanner	33011547	0	3	3	\$963.00	\$150.00	
752895	Copier	KNE91669	0	1	1	\$198.95	\$198.95	
1048147	Fax Machine	D7J428702	0	1	1	\$403.96	\$0.00	
<b>Location Totals:</b>						<b>11</b>	<b>\$3,965.94</b>	<b>\$1,340.91</b>
<b>Location: Division of Cemeteries</b>								
619354	Copier	J8048100175	0	1	1	\$474.90	\$474.90	
<b>Location Totals:</b>						<b>1</b>	<b>\$474.90</b>	<b>\$474.90</b>
<b>Location: Licensing Service</b>								
500572	Scanner Main Unit	36002397	0	1	1	\$340.00	\$0.00	
619363	Copier	MPL68736	0	1	1	\$171.95	\$0.00	
838454	Reader/Printer Scanner	34014281	0	1	1	\$678.04	\$0.00	
889253	Copier	NSW01119	0	1	2	\$1,119.35	\$198.95	
948871	Mailing Machine	0014297	0	2	2	\$1,353.00	\$1,353.00	
<b>Location Totals:</b>						<b>7</b>	<b>\$3,663.34</b>	<b>\$1,651.95</b>
<b>Location: OFPC</b>								
619342	Copier	J6239200121	0	1	1	\$236.15	\$236.15	
619343	Copier	NSW00782	0	4	5	\$4,976.71	\$4,976.71	
668349	DM500 Feeder	0028110	0	1	1	\$567.25	\$567.25	
694329	Copier	KCC00982	0	0	1	\$1,245.00	\$0.00	
694330	Copier	NSW00982	0	0	1	\$1,245.00	\$0.00	

Vendor Usage Report - Windows Internet Explorer

https://remionline.theregroup.com/RemOnlineSecure/ReportVendor.aspx

Home Dispatch My RemiOnline Contact Us Tracey Parrish | Logout

**REMI Online**

Account: 19000 - NYS Department of State Home > Records Home > Vendor Usage

Invoices Evaluate Performance Manage Agreement Modify Agreement Equipment Scheduled Reports User Profile

Repair History

Report **Vendor Usage**

Modality Performance

Agree Equipment Reimbursement Summary 1/01/09 - 01/01/10

Preventive Maintenance Summary

Location: All

Generate Report

Schedule Report Reminder

Daily  Weekly  Monthly Enter Desc Save Schedule

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**VENDOR USAGE**

This report will show you the number of invoices received per each vendor, the invoice amount, and the amount broken out by parts, labor, and travel.

Vendor Usage Report - Windows Internet Explorer

https://remionline.theregroup.com/RemOnlineSecure/ReportVendor.aspx

Vendor Usage - Windows Internet Explorer

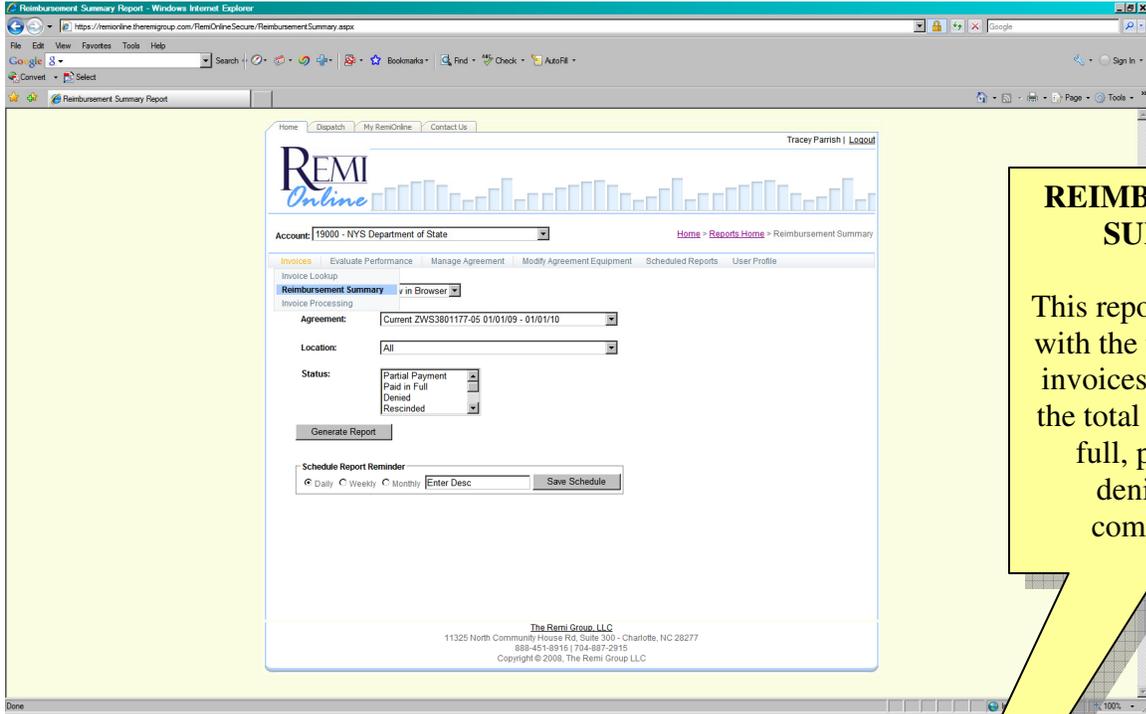
https://remionline.theregroup.com/RemOnlineSecure/ReportVendor.aspx

**REMI Online** Vendor Usage

Name Of Client: 19000 - NYS Department of State  
One Commerce Plaza, Suite 620  
Albany, NY 12231

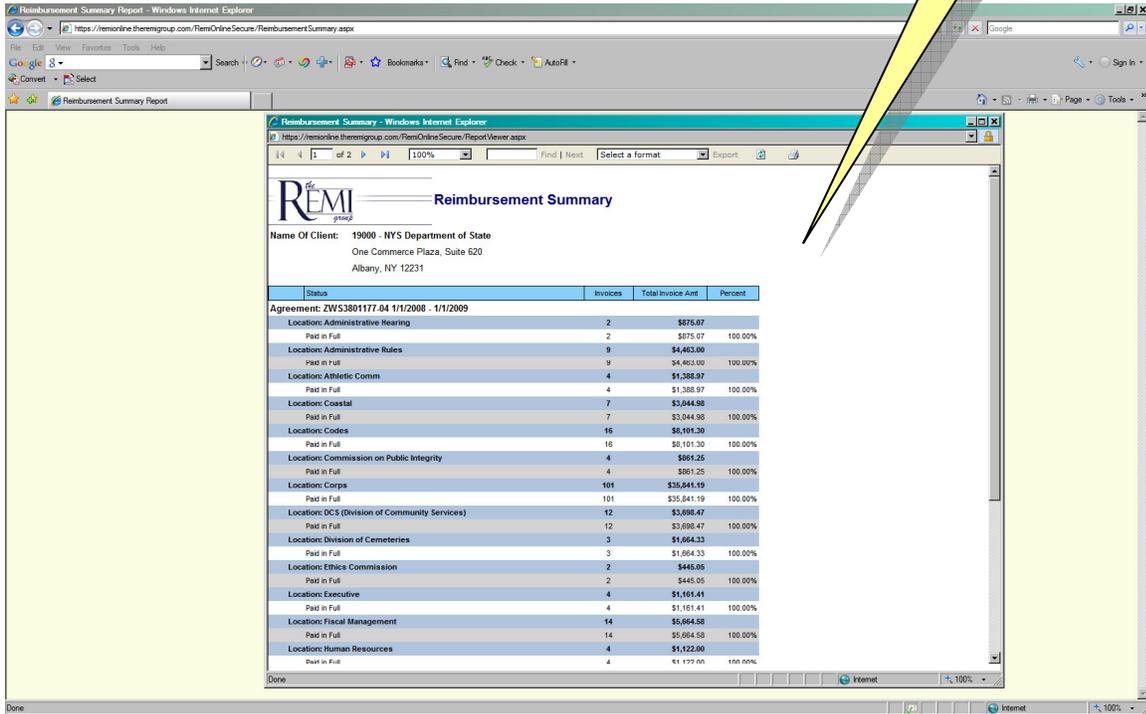
Vendor	Total Invoice Amt	Parts Amt	Labor Amt	Travel Amt
Agreement: ZWS3801177.05 1/1/2009 - 1/1/2010				
Centuron Business Machines, Inc.	\$403.06	\$293.96	\$96.00	\$15.00
Icon Office Solutions	\$8,537.01	\$6,602.01	\$1,935.00	
Image Integrator	\$4,321.87	\$1,171.87	\$1,650.00	\$1,500.00
Itinley Services, Inc.	\$1,909.25	\$604.00	\$810.00	\$509.25
Upstate Office Equipment	\$570.95	\$381.95	\$120.00	\$69.00
<b>Agreement Total:</b>	<b>\$15,754.04</b>	<b>\$9,653.79</b>	<b>\$4,610.00</b>	<b>\$2,099.25</b>
<b>Grand Total:</b>	<b>\$15,754.04</b>	<b>\$9,653.79</b>	<b>\$4,610.00</b>	<b>\$2,099.25</b>

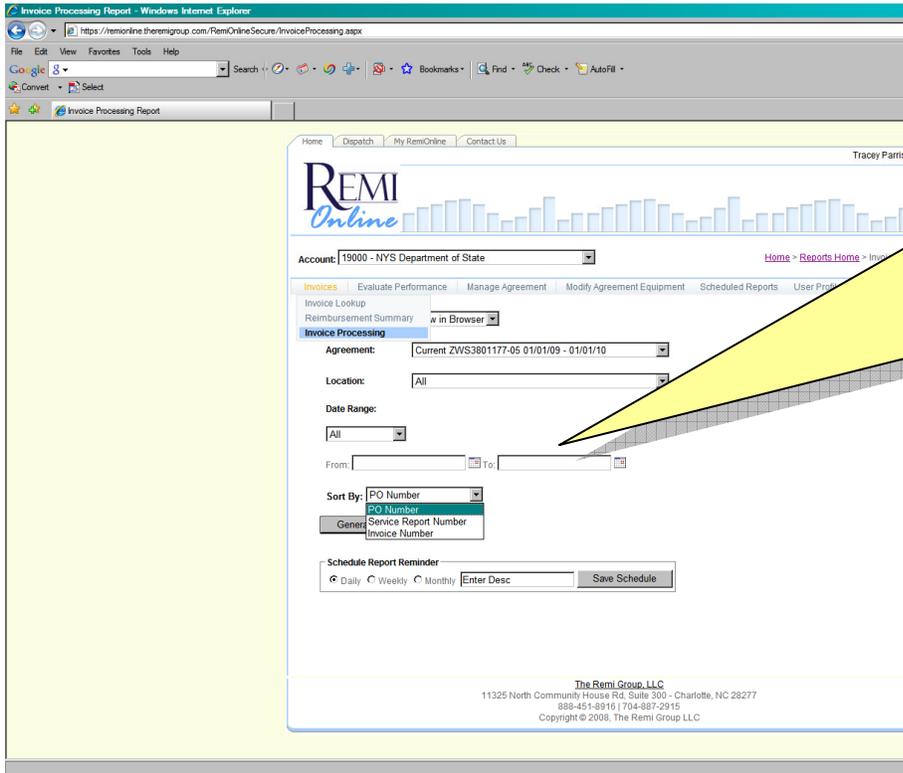
Print Date: 2/13/2009 12:20:16 PM Page 1 of 1



**REIMBURSEMENT SUMMARY**

This report provides you with the total number of invoices processed and the total amount paid in full, partial paid, denials, voids, completed, etc.

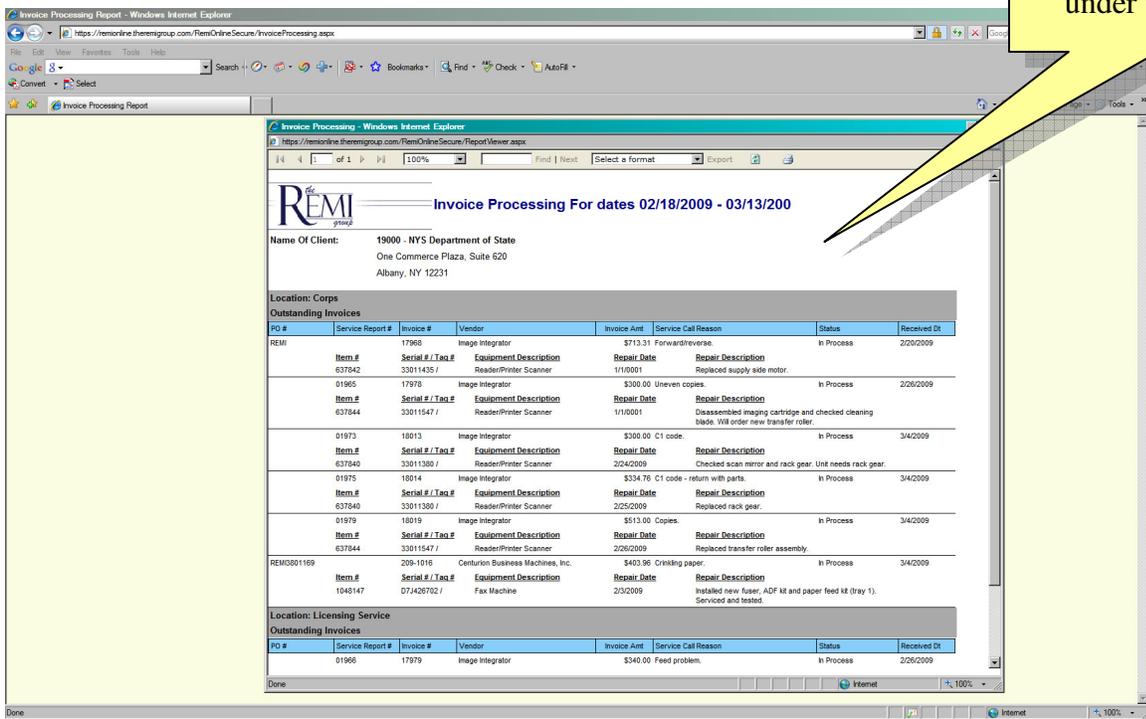




**INVOICE PROCESSING**

The Invoice Processing Report can be sorted by PO Number, Service Report Number or Invoice Number. You can also enter the date range be it a particular week, month, etc.

This report shows you whether an invoice was paid in full, partial paid, denied or is outstanding. If it is anything but paid in full, the reason why is reflected in a yellow bar under the line item.



## INVOICE LOOKUP

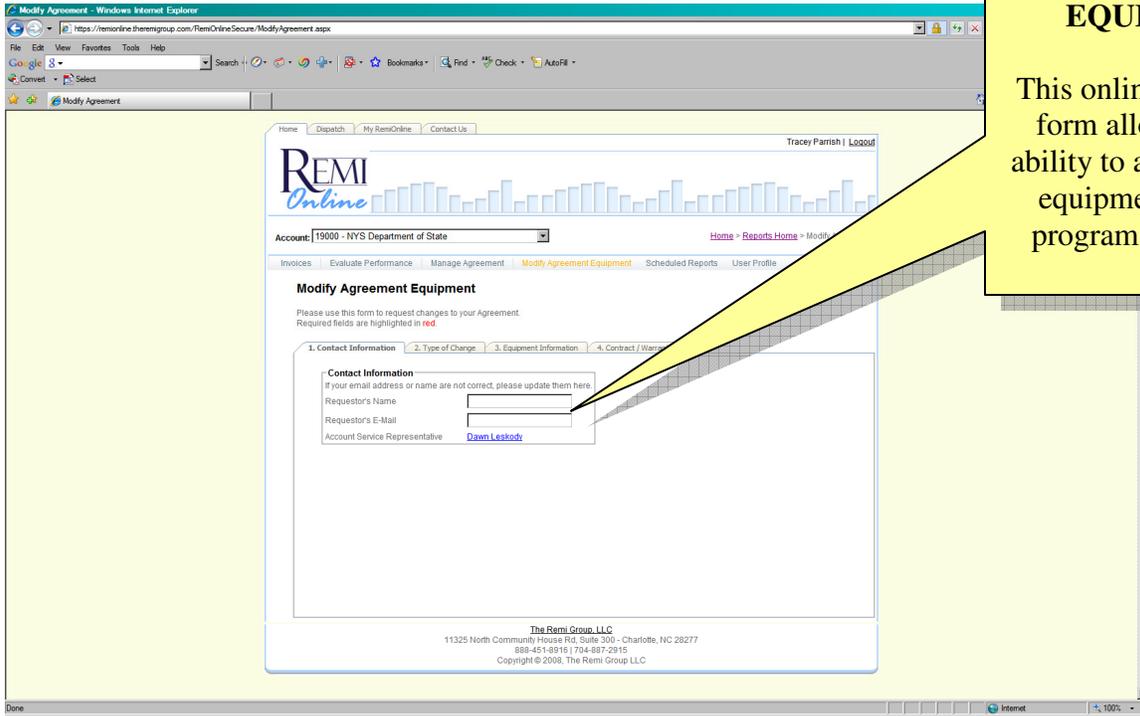
This report gives you the ability to get detailed information on a particular invoice or group of invoices by completing the criteria listed on the screen.

All matching invoices will appear in a results list with additional details for each invoice. In many cases, this list provides sufficient detail to answer the question at hand. To see a detailed report on an invoice, click on select of the invoice you wish to view.

The screenshot shows the 'Invoice Lookup' form in a web browser. The browser address bar shows 'https://remionline.theregroup.com/RemiOnlineSecure/InvoiceLookup.aspx'. The page header includes 'Home', 'Dispatch', 'My RemiOnline', and 'Contact Us'. The user is logged in as 'Tracey Parrish'. The account selected is '19000 - NYS Department of State'. The form includes a 'Reimbursement Summary' section with a bar chart. Below that, there are input fields for 'Invoice Number', 'Service Report Number', 'Purchase Order Number', and 'Item Number'. There is also a section for 'Other Criteria' with fields for 'Invoice Date Between' (with date pickers), 'Vendor' (dropdown), 'Location' (dropdown), and 'Claim Status' (radio buttons for 'All', 'Outstanding', 'Completed'). A 'Search' button is at the bottom of the form. The footer contains contact information for 'The Remi Group, LLC'.

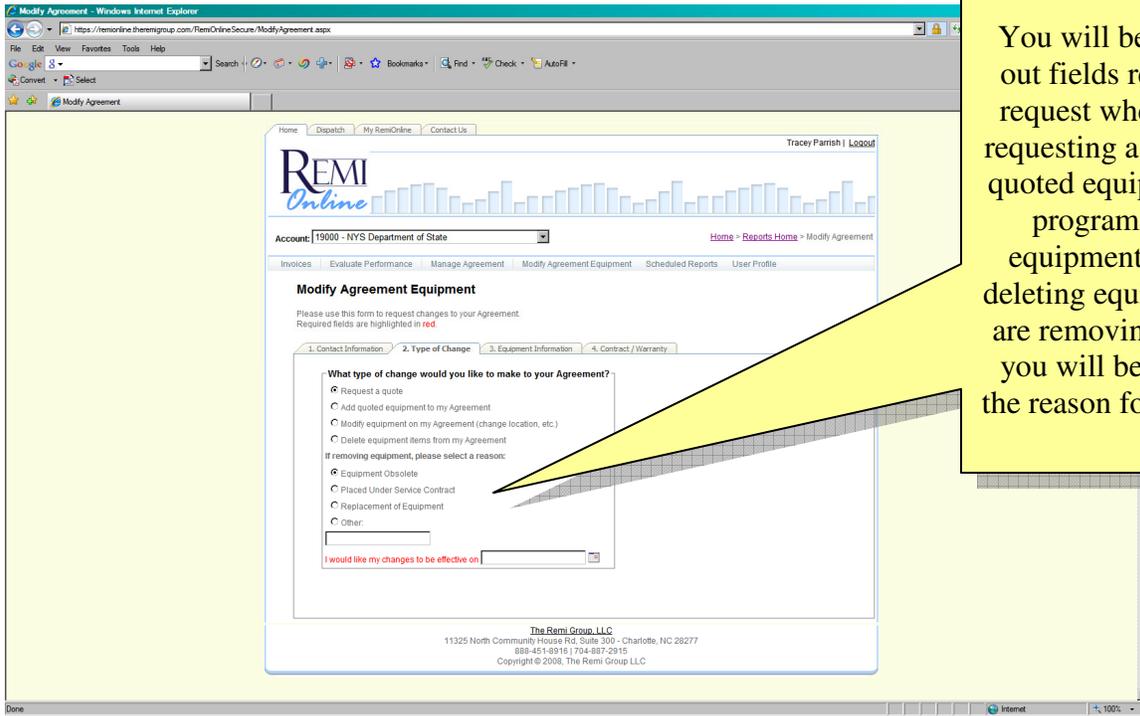
The screenshot shows the 'Invoice Lookup Results' page. The browser address bar shows 'https://remionline.theregroup.com/RemiOnlineSecure/InvoiceResults.aspx'. The page header is the same as the previous screenshot. The account is '19000 - NYS Department of State'. The results are displayed in a table with the following columns: Location, Docs, Appeal, Invoice Number, Invoice Date, Invoice Amount, Received Date, Status, PO Number, Vendor, and Amount Paid. There are 11 rows of data, each with a 'Select' link in the first column. A pagination bar at the bottom of the table shows '1 2 3 4 5 6 7 8 9 10 ...'. The footer contains contact information for 'The Remi Group, LLC'.

	Location	Docs	Appeal	Invoice Number	Invoice Date	Invoice Amount	Received Date	Status	PO Number	Vendor	Amount Paid
Select	Corps			209-1016	02/24/2009	403.96	03/04/2009	In Process	REM3801169	Centurion Business Machines, Inc.	0.00
Select	Corps			18013	02/24/2009	300.00	03/04/2009	In Process		Image Integrator	0.00
Select	Corps			18014	02/25/2009	334.76	03/04/2009	In Process		Image Integrator	0.00
Select	Corps			18019	02/27/2009	513.00	03/04/2009	In Process		Image Integrator	0.00
Select	Corps			17978	02/18/2009	300.00	02/26/2009	In Process		Image Integrator	0.00
Select	Licensing Service			17979	02/18/2009	340.00	02/26/2009	In Process		Image Integrator	0.00
Select	Licensing Service			17996	02/20/2009	678.84	02/26/2009	In Process		Image Integrator	0.00
Select	Corps			17968	02/13/2009	713.31	02/20/2009	In Process	REMI	Image Integrator	0.00
Select	Corps			17958	02/09/2009	328.00	02/13/2009	Paid in Full		Image Integrator	328.00
Select	OPFC			1016044233	01/27/2009	444.70	02/13/2009	Paid in Full	REM3801169	Ikon Office Solutions	444.70

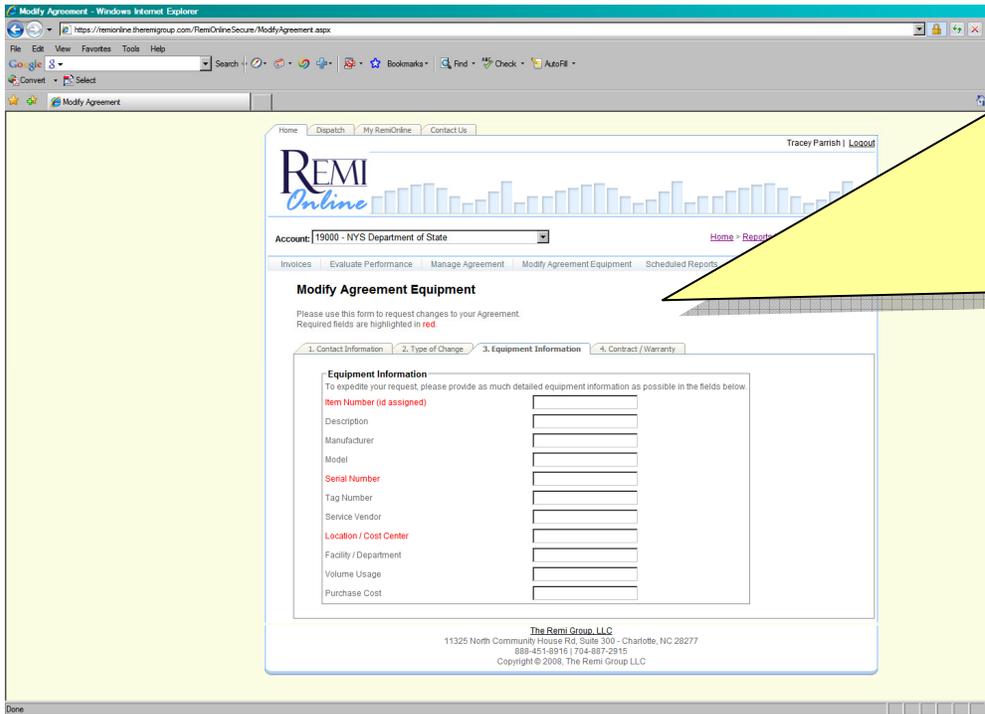


**MODIFY AGREEMENT EQUIPMENT**

This online submission form allows you the ability to add or remove equipment from the program at any time.

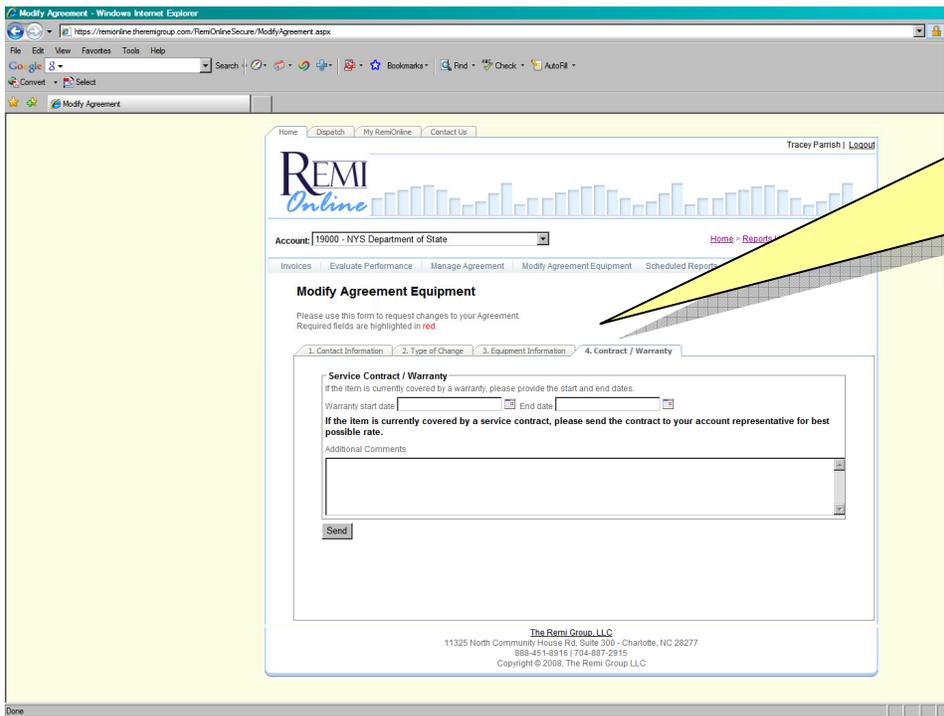


You will be asked to fill out fields relating to the request whether you are requesting a quote, adding quoted equipment to your program, changing equipment location, or deleting equipment. If you are removing equipment, you will be asked to list the reason for the deletion.



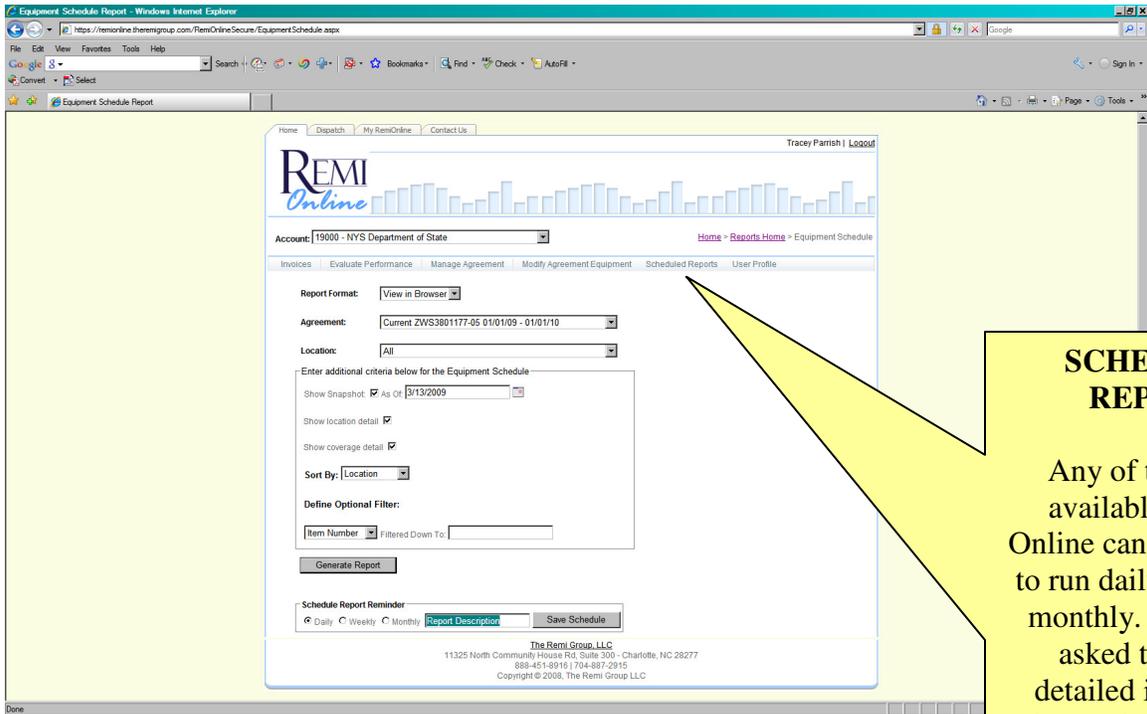
To expedite the request, you will be asked to provide detailed information about the added or deleted equipment:

- Description
- Manufacturer
- Model #
- Serial #
- Tag #
- Service Vendor
- Location/Cost Center
- Facility/Department
- Volume Usage
- Purchase Cost



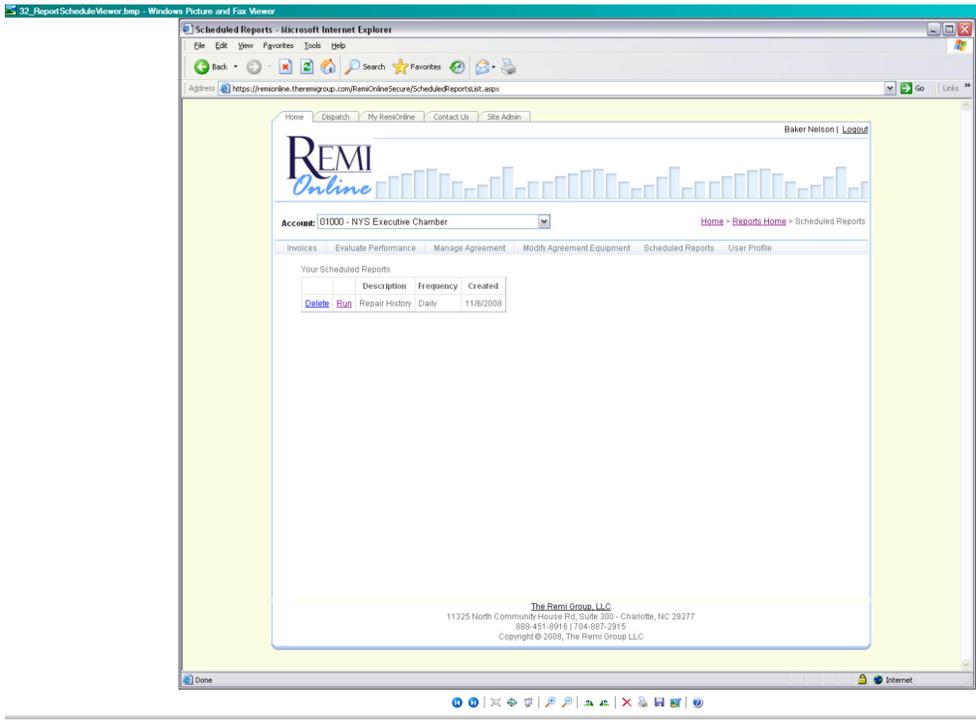
You will be asked to provide detailed information about the equipment:

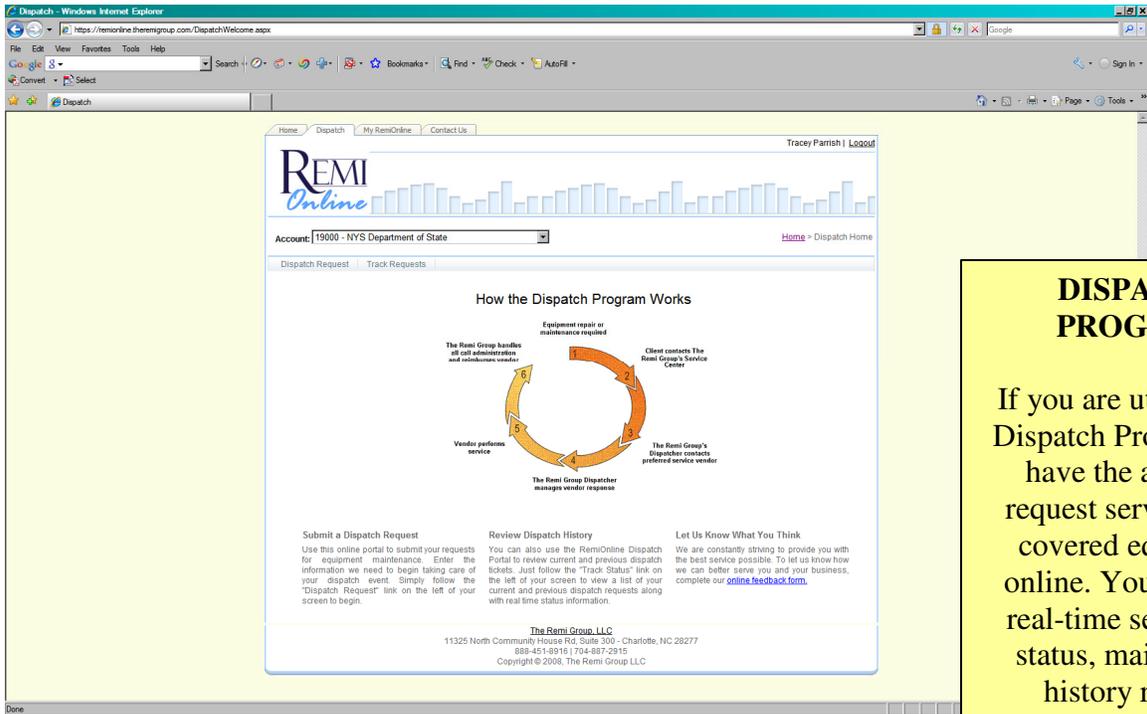
- Service Contract / Warranty Coverage



**SCHEDULED REPORTS**

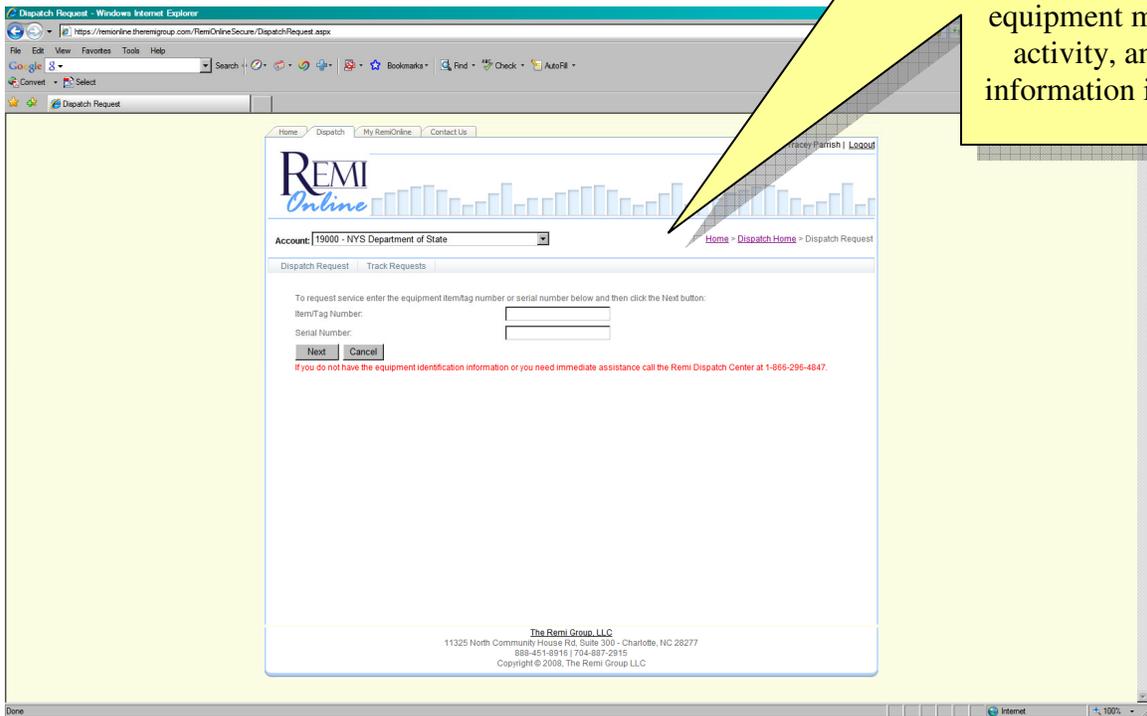
Any of the reports available on Remi Online can be scheduled to run daily, weekly, or monthly. You will be asked to provide detailed information about what you would like included in your reports. When a scheduled report runs, a reminder email including a link to the report will be sent to the email address provided in your profile.





## DISPATCH PROGRAM

If you are utilizing the Dispatch Program, you have the ability to request service on all covered equipment online. You can view real-time service call status, maintenance history reports, preventive maintenance schedules, covered equipment schedules, and much more. All program transactions, equipment maintenance activity, and vendor information is available.



# BILLING

These reports give you the ability to get all of your billing information including:

- Billing Invoices
- Billing Detail
- Endorsements
- Endorsement Schedules
- Original Agreement Schedules
- Renewal Agreements

Account: 19000 - NYS Department of State

Your Documents

Title	Desc
<a href="#">19000 - NYS Department of State 04 - Endorsement Qtr. Bill</a>	Included is the quarterly bill for your agency's participation in the New York State Equipment Maintenance Program. Please review for payment and let Jack know if you have any questions. If everything is OK, please sign off on the bill with the words "OK to pay," your signature and the date, and return the bill within 10 business days. Please be advised that due to renewals, many agencies may receive a 2nd bill for any endorsement activity that took place during the 4th quarter of their previous agreement.  If you have two bills posted, please sign off with your "OK to pay" and signature on both. Fax: 866-496-0241 Jack Dring C/O Remi P.O. Box 2087 Albany, NY 12220-0087  For questions, Call Jack at 518-402-5803.
<a href="#">19000 - NYS Department of State 05 - 1st Qtr. Bill</a>	Included is the quarterly bill for your agency's participation in the New York State Equipment Maintenance Program. Please review for payment and let Jack know if you have any questions. If everything is OK, please sign off on the bill with the words "OK to pay," your signature and the date, and return the bill within 10 business days. Please be advised that due to renewals, many agencies may receive a 2nd bill for any endorsement activity that took place during the 4th quarter of their previous agreement.  If you have two bills posted, please sign off with your "OK to pay" and signature on both. Fax: 866-496-0241 Jack Dring C/O Remi P.O. Box 2087 Albany, NY 12220-0087  For questions, Call Jack at 518-402-5803.

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Account: 19000 - NYS Department of State

Your Documents

Title	Desc
<a href="#">19000 - NYS Department of State - 03 - Billing Detail 2007-07-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 03 - Billing Detail 2007-07-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 03 - Billing Detail 2007-10-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 03 - Billing Detail 2008-01-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 04 - Billing Detail 2008-04-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 04 - Billing Detail 2008-07-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 04 - Billing Detail 2008-10-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 04 - Billing Detail 2008-12-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 04 - Billing Detail 2009-01-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State - 05 - Billing Detail 2009-01-15</a>	This is the invoice detail spreadsheet for the agency. If you have questions related to the spreadsheet please contact: Jack Dring 518-402-5803.

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Convert Select

My RemiOnline

Home | Dispatch | My RemiOnline | Contact Us

Tracy Parrish | Logout



Account: 19000 - NYS Department of State [Home](#) > My RemiOnline

Your Documents

Bills | Billing Detail | Endorsements | Endorsement Schedules | Original Agreement Schedules | **Renewal Agreement**

Title	Desc
<a href="#">19000 - NYS Department of State 04 - Schedule</a>	This is the original schedule for the agency. If you have questions related to the schedule please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State 05 - Schedule</a>	This is the original schedule for the agency. If you have questions related to the schedule please contact: Jack Dring 518-402-5803.

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Done

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Tracy Parrish | Logout



Account: 19000 - NYS Department of State [Home](#) > My RemiOnline

Your Documents

Bills | Billing Detail | Endorsements | Endorsement Schedules | Original Agreement Schedules | **Renewal Agreement**

Title	Desc
<a href="#">19000 - NYS Department of State 2008 Renewal Agreement</a>	This is the current Equipment Maintenance Service Agreement or related Agreement Addendums. If you have questions related to this file please contact: Jack Dring 518-402-5803.
<a href="#">19000 - NYS Department of State 2009 Renewal Agreement</a>	This is the current Equipment Maintenance Service Agreement or related Agreement Addendums. If you have questions related to this file please contact: Jack Dring 518-402-5803.

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Done

## MANAGE PROFILE

Manage Profile allows you to keep your contact information current. Scheduled Report reminders will be sent to the email address you provide in your profile. Password retrieval is also obtained here.

The screenshot shows the 'Manage Profile' page in a Windows Internet Explorer browser. The address bar displays 'https://remionline.theregroup.com/ItemOnlineSecure/ManageProfile.aspx'. The page features the 'REMI Online' logo and a navigation menu with 'Home', 'Dispatch', 'My RemiOnline', and 'Contact Us'. The account is identified as '19000 - NYS Department of State'. A 'Manage Profile' form is visible, containing fields for 'User: Tracy Parrish', 'Phone Number: 555-555-5555', and 'Email Address: jemail@theremigroup.com'. There is a checkbox for 'Check Here to Reset Your Password' and a 'Submit' button. The footer includes 'The Remi Group, LLC' and contact information: '11325 North Community House Rd, Suite 300 - Charlotte, NC 28277', '888-451-8916 | 704-887-2915', and 'Copyright © 2008, The Remi Group LLC'.

## CONTACT US

The Remi Group can be contacted online via the Contact Us page. You can also opt to schedule an online training session here.

The screenshot shows the 'Contact Us' page in a Windows Internet Explorer browser. The address bar displays 'https://remionline.theregroup.com/ContactUs.aspx'. The page features the 'REMI Online' logo and a navigation menu with 'Home', 'Dispatch', 'My RemiOnline', and 'Contact Us'. The account is identified as '19000 - NYS Department of State'. The 'Contact Us' section includes contact information for 'The Remi Group, LLC' at '11325 North Community House Rd, Suite 300, Charlotte, NC 28277', with phone numbers '888-451-8916' and '704-887-2915', and an email address 'info@theremigroup.com'. Below this is a form titled 'Or contact us online:' with fields for 'First Name', 'Last Name', 'Phone', 'Address', 'City', 'State' (set to 'NC'), and 'Zip Code'. There is also a 'How did you hear about us?' dropdown menu, a 'Comments' text area, and a checkbox for 'I would like to attend online training for RemiOnline'. A 'Submit' button is located at the bottom of the form. The footer includes 'The Remi Group, LLC' and contact information: '11325 North Community House Rd, Suite 300 - Charlotte, NC 28277', '888-451-8916 | 704-887-2915', and 'Copyright © 2008, The Remi Group LLC'.

## CUSTOMIZED REPORTS

The following list represents customized reports and capabilities that have been developed solely for the benefit of the State of New York. This is an example of the unlimited reporting capabilities with Remi Online.

REPORT TITLE	DESCRIPTION
Active Quotes for In-Force Agencies	Displays all quoted items on an Active quote (sent, not expired)
Agency Start Date and Current Agreement	Displays information about an Agencies start date and current Agreement
Current Equipment first Appeared report	Lists current equipment and when they were first added to the Agreement per current Agency
Custom Report Request Listing	Displays all available reports and who originally requested
Denial Summary Report	Denial summary by Agency
Equipment Mix Report by Counts	Displays equipment mix by Agency and in total using equipment counts
Equipment Mix report by Premium	Displays equipment mix by Agency and in total using equipment premium
Loss Ratio Earned	Policy and item level loss ratios based on current losses
Loss Ratio Potential	Policy and item level loss ratio with potential loss load included (generation may exceed 4 minutes) (Please stand by)
Agency Growth Projection Report	A summary of all agencies: written and quoted totals
Agency Outstanding Growth Projection Detail Report	Detailed listings of the items that are outstanding from the growth projection
Agency Program Growth since 02/15/05	NYS Agency program growth since Feb 14, 2005
Agency Program Growth since 12/31/05	For 2006 growth projection report
Program Activity	Program activity report for tracking NYS Agencies transition to Remi
Toner Usage Report	Displays toner usage for a given Policy – allowed, used, remaining
Partial Payment Summary Report	Partial payment by Agency

Pending Items Report by Agency	Displays items already quoted and added to the Agreement that start in the future grouped by Agency
Pending Items Report by Date	Displays items already quoted and added to the Agreement that start in the future grouped by Month/Year
Program Savings Report	Lists the program savings by Agency
Submission Conversion Report All Agencies by Date	Displays all pre-program Agencies items by estimated start date
Submission Conversion Report by Agency (All Agencies)	Formatted for Excel Download
Submission Conversion Report by Agency-DOCS & OMH	Formatted for Excel Download
Submission Conversion Report by Date – DOCS & OMH	Formatted for Excel Download
Submission Conversion Report for Agency	Displays conversion date formatted for Excel, for the current Agency
Total Cost of Program	Displays the cost of EM+Denials and PP by Agency and in total
Vendor Equipment List Report	This report lists equipment by vendor for the current Agency
Vendor Impact Report by Agency/Agreement	List Vendors by Agency/Agreement
Vendor Impact Report by Vendor/Agency	List Vendors by Vendor/Agency